



## HOLLAND AREA VISITORS BUREAU OPENING PROTOCOLS

### BUILDING SPECIFIC:

1. The Holland Area Visitors Bureau (CVB) will only open based on guidance from state and local guidelines.
2. A partition (counter) is in place and separates employees from visitors. This counter will allow adequate space for visitors to follow appropriate social distancing guidelines. The counter will also allow brochures to be handed to visitors.
3. The 8<sup>th</sup> Street entrance will be the only access for visitors into the CVB. The south entrance (9<sup>th</sup> Street) will remain locked at all times. The 8<sup>th</sup> Street entrance is handicap accessible.
4. Protocols and COVID-19 symptoms shall be written and posted on the door leading into the CVB.
  - a. Facemasks will be required to be worn by all who enter the CVB.
  - b. Only one person from a party may enter the CVB for brochures. Exceptions will be made on a case by case basis.
  - c. Hand sanitizers shall be located by entrance door for visitor use.
5. All brochures will be kept behind counter in filing cabinets. *Samples* of all brochures will be on display in the visitor area. Visitors will be instructed to request specific brochures.
6. No public restroom facilities are available in the CVB.
7. Employee workstations are configured to allow appropriate separation and distancing from each other. When practical, employees will not share phones, computers, equipment.
8. Outside information boxes are placed at both the 8<sup>th</sup> Street and 9<sup>th</sup> Street doors allowing visitors to take information (map, visitor guide, brochures) if they prefer not to enter the CVB or when the office is closed.
9. The 6-foot fiberglass shoe located in the back of the CVB for photo ops will remain in place and sanitized daily. Appropriate signage will be placed by the shoe reflecting this information.

## PERSONNEL/MERCHANDISE SPECIFIC

1. Employees will remain behind the main counter at all times until it is determined that such a restriction can be lifted by local and state authorities.
2. Volunteers will follow employee protocols when working in the CVB.
3. Facemasks and gloves for staff will be required while in the CVB when visitors are present. We encourage staff to have facemasks handy at all times. The visitors bureau will provide gloves and will have a small supply of masks on hand as well as hand sanitizer dispensers on the counter for their individual use. *The CVB will purchase reusable cloth masks – 1 per employee – for them to take home & wash between shifts}*
4. Sanitizing the CVB shall occur as often as possible wiping down frequently used surfaces with disinfectant, including door handles and counters. The CVB staff will sanitize all surfaces again at the end of the day.
5. Employees are required to complete a health survey before starting their shift. Temperatures will be taken by a touchless thermometer at the start and end of their shift. These surveys and tracking sheets will be kept and available in case of any employee or visitor showing symptoms.
6. Merchandise will no longer be available for purchase. This may change if the State of Michigan enters Phase Six of the Michigan Safe Start Plan.